# Logins and Passwords Guide

## Password Reset or Forgot my password

## Acronyms & Names

A quick guide to understanding where to use which username and password.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>MU</td>
<td>Millersville University</td>
<td><a href="http://www.millersville.edu">www.millersville.edu</a></td>
</tr>
<tr>
<td>M#</td>
<td>Your University identifying number, located on your MU ID card (begins with M00...), aka MU ID</td>
<td></td>
</tr>
<tr>
<td>myVILLE</td>
<td>Online user portal</td>
<td><a href="http://www.millersville.edu/logins/">www.millersville.edu/logins/</a></td>
</tr>
<tr>
<td>ESS</td>
<td>Employee Self Service</td>
<td><a href="https://portal.passhe.edu/irj/portal">portal.passhe.edu/irj/portal</a></td>
</tr>
<tr>
<td>D2L</td>
<td>Name of online education platform at University</td>
<td><a href="http://wiki.millersville.edu/display/d2ldocs/Home">wiki.millersville.edu/display/d2ldocs/Home</a></td>
</tr>
<tr>
<td>OWA</td>
<td>Outlook Web App</td>
<td><a href="http://mail.millersville.edu">mail.millersville.edu</a></td>
</tr>
<tr>
<td>MAX</td>
<td>Banner Web Information Service</td>
<td>Max</td>
</tr>
</tbody>
</table>

## FAQ

### How do I get my usernames and passwords?

- Typically you will receive your “M#” from the HR office. You may receive your Outlook email address and initial email password from your departmental office.
- Ultimately you will receive an email from IT Help Desk forwarded through your departmental office with confirmation of ESS account creation and instructions on how to use MyAccount@MU to sync your password for myVILLE, Outlook email, D2L, MU Video and ESS.

### Who do I call if I have questions about my accounts and passwords?

- Please contact the IT Help Desk at (717)871-7777 for password assistance and to confirm the status of any of your accounts.
- The Help Desk may direct you to either HR or your departmental office depending upon the current stage in the account creation process.

### Where do I go to log in?

- [www.millersville.edu](http://www.millersville.edu)
- "Faculty and Staff" > "Logins" - this is the Logins and Services Directory OR [www.millersville.edu/logins/](http://www.millersville.edu/logins/)
- From this directory you will be able to login to most of the web based systems that you will use to do work at the University. You may also find login access to some of these services from other Millersville University webpages.
- Remember your username and password are NOT the same for all Millersville systems.
Help Desk

Help Desk Contact Info
Location: Boyer Building
Phone: 717-871-7777
Email: help@millersville.edu

Classroom Hotline: 717-871-7820

Hours:
Call Center
- Fall/Spring Semesters:
  - M-Th 8:00am - 7:00pm EST
  - F 8:00am - 5:00pm EST
- Summer Sessions:
  - M-F 8:00am - 4:00pm EST

Walk-in TAC
Technical Assistance Center - access via W. Frederick Street side of building
- Fall/Spring Semesters:
  - M-Th 8:00 am - 7:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
  - M-F 8:00am - 4:00pm EST

MU Alert System: Emergency Notification
LiveSafe - mobile safety system for the University Community: LiveSafe App

When do I use which username/password or MU identifier?

<table>
<thead>
<tr>
<th>Name</th>
<th>System/Account/Descriptive</th>
<th>Purpose/Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>M#</td>
<td>Uppercase M followed by eight numbers is used to identify you in the university database</td>
<td>Located on your university ID card</td>
</tr>
<tr>
<td>a.k.a. MU ID</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| myVILLE Account | a.k.a. username/user ID/university credentials  
  - Faculty / Staff user name  
    - Typically: "firstinitiallastname" unless there is a name conflict.  
    - Student user names  
    - fmlllll - f = first initial / m=middle initial (or 2nd letter of last name if none) / llllll = up to first 6 letters of last name. (example George H Jeffries User Name: ghjeffri)  
    - For common names the last 1 or 2 letters may be replaced with a number. | Needed for login to any university computer and many university systems |
<table>
<thead>
<tr>
<th><strong>Email</strong></th>
<th><strong>myAccount @ MU</strong></th>
<th><strong>MAX</strong></th>
<th><strong>ESS</strong></th>
<th><strong>Office 365</strong></th>
<th><strong>myVILLE portal</strong></th>
<th><strong>MU Alert</strong></th>
</tr>
</thead>
</table>
| • a.k.a. Outlook or Exchange  
  • Send/receive email  
  • University employee email address book  
  • Your Outlook calendar with meeting scheduling features | • Email address: firstname.lastname@millersville.edu  
  • Needed for login to ESS  
  • Initial password will be sent from IT through your department | • Each new user should enroll here and perform first time account setup with security questions/answers for their myVILLE account  
  • All myVILLE account maintenance and password changes should be made here  
    • [https://myaccount.millersville.edu/](https://myaccount.millersville.edu/) | • Banner Web Information System  
  • Faculty use MAX to see course assignments and class rosters, request D2L courses, enter grades, etc.  
  • Staff may use MAX to update personal information, register for classes, etc. | • Username/password: myVILLE account credentials | • Office 365: Install Office on up to 5 personal and compatible Windows and Mac computers and/or tablets (including iPad!). Utilize Office 365 online for collaboration. Use OneDrive for online file storage. Free for all University students, faculty and staff. | • Each individual user enrolls for this service  
  • Service allows the University to communicate school closings, delays or other information of significant immediate importance  
  • User designates which email or devices from which to receive alerts | • Full University addresses are used to create accounts  
  • Passwords are then created by individual users and can be reset |
<p>| • Once password is set you can use this username and password for Email, D2L, ESS, wifi access, MU Video, Max and myVILLE portal access | | • <a href="https://myaccount.millersville.edu/">https://myaccount.millersville.edu/</a> | | | | |</p>
<table>
<thead>
<tr>
<th><strong>D2L</strong></th>
<th><strong>Online learning management platform used to share content, create discussions, communicate assessments and more.</strong></th>
<th><strong>Username/password: myVILLE account credentials</strong></th>
<th><strong>D2L Resources Space: D2L Resources</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MU Video</strong></td>
<td><strong>Create, upload and share multi-media video related to coursework and University interests. This system integrates with D2L.</strong></td>
<td><strong>Username/password: myVILLE account credentials</strong></td>
<td><strong>MU Video Support Space: MU Video Resources</strong></td>
</tr>
<tr>
<td><strong>Wiki</strong></td>
<td><strong>Hosts resources and documentation for: Cascade (web page software), D2L Resources, OnBase (document management software), The Help Desk - Self Help, The President's Commissions and more</strong></td>
<td><strong>Username/password: myVILLE account credentials</strong></td>
<td><strong>You may need to request permission to access certain wiki spaces</strong></td>
</tr>
<tr>
<td><strong>Status Page</strong></td>
<td><strong>University Information Technology System and Application Operation Status</strong></td>
<td><strong>No login necessary</strong></td>
<td><strong>status.millersville.edu</strong></td>
</tr>
</tbody>
</table>
| **IT Help Desk** | **When you need technical help...**
- **IT Call Center - 717-871-7777** | **Self Help Wiki: mville.us/help** | **IT Help Desk Portal: End User Portal - place a Help Desk ticket online** |